

**Chinese Information and Advice Centre  
Women's support worker**

**JOB DESCRIPTION**

The Chinese Information and Advice Centre is currently seeking a support worker under the supervision of a caseworker to advise, support and advocate on behalf of our clients.

**KEY RESPONSIBILITIES**

- Undertake casework covering the full range of Welfare Benefits and Women Supports acting for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Prepare and present cases to the appropriate statutory body, tribunals and courts as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisors or specialist agencies as appropriate.
- Liaise with other agencies and professionals to establish appropriate availability and accessibility of their services for the clients, and to negotiate on behalf of the clients with statutory and voluntary agencies including lawyers specialising in immigration and family law.
- Provide advice and assistance to other staff across the whole range of benefit and women support issues.
- Ensure that all casework conforms to the Centre's Office Manual and the Quality Mark the Centre subscribed to at the appropriate level.
- Maintain case records for the purpose of caseworker, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the Centre's systems and procedures.

**SKILLS, KNOWLEDGE AND ABILITIES**

- Good command of English, Cantonese and/or Mandarin.
- Excellent organisational skills and attention to detail.
- Excellent computer skills – Word, Excel, PowerPoint.
- Ability to organise time effectively, prioritising workload and meeting deadlines.
- Ability to work with minimal supervision and work as part of a team.
- You will have a "can do" attitude and demonstrable commitment to support vulnerable community groups.
- Maintain confidentiality in all areas of work at the Chinese Information and Advice Centre.
- Be flexible with regards to working hours and attend weekend fundraising activity where necessary.

Please apply with a current CV and a cover letter, stating why you are suited for the role.

Any offer is subject to satisfactory references, eligibility to work in the UK and an enhanced DBS check.

Training will be provided. CIAC values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.

Due to the current funding, the Women's Support Project is run by women for women and is therefore restricted to women applicants under the Equality Act 2010, Schedule 9, Part 1. Section 5(2)d of the Race Relations Act 1976 and Section 7(2)e of the Sex Discrimination Act.

These posts are exempt from the Rehabilitation of Offenders Act 1974 and subject to a DBS disclosure check.